



Higher Education Commission, Pakistan

Invitation to Bid

Hiring of Services for “Backup & Recovery Solution and Business Continuity Services”

The Higher Education Commission (HEC), Pakistan invites sealed bids directly from firms of good repute registered with Income Tax, Sales Tax Departments and fulfilling requirements as per bidding document for:

Tender for Hiring of Services for “Backup & Recovery Solution and Business Continuity Services”

A bidding document containing detailed terms and conditions is available for the interested bidders at Accounts Section, Finance Division, Higher Education Commission, Sector H-9, Islamabad at a cost of Rs. 1000/-. Bidding documents can be downloaded from <http://www.hec.gov.pk> free of cost, however, interested bidders will be required to have a registered copy purchased from HEC to participate in the tender process.

The bidders should submit a bank draft (from the scheduled bank) equal to Rs. 1,000,000 which must accompany the bid in a sealed envelope marked as “**Bid Security/Earnest Money**” drawn in favor of Director General (Finance), Higher Education Commission, Islamabad along with the proposal. This tender is being executed under PPRA Rule **Para 36(b) “Single stage - Two Envelope Procedure”**.

The bids prepared by following the instructions in the bidding document must reach Higher Education Commission, Sector H-9, Islamabad on or before **Tuesday, June 28, 2022 at 2:00 pm**. Bids will be opened the same day at **2:30 pm** in the presence of bidders who choose to attend. HEC reserves the right to accept/reject any or all the bid/bids at any stage while assigning reason(s) thereof. This advertisement is also available at PPRA (<http://www.ppra.org.pk/>) and HEC (www.hec.gov.pk) websites.

Director General (IT)
Higher Education Commission
Sector H-9 Islamabad, Pakistan
Phone: 051- 90402203, 90402212 & 90402244

Higher Education Commission Pakistan

Extension in Date for Submission of Bids

Backup & Recovery Solution and Business Continuity Services

This is with reference to the subject Higher Education Commission (HEC) advertisement published in newspapers on June 11, 2022.

The date for submission of bids is hereby extended **July 26, 2022 (02:00 pm)**.

Note: Electronic Bidding will not be permitted. Late bids will be rejected. Bids will be publicly opened at the HEC Islamabad office, the same day **July 26, 2022 (02:00 PM Local Time)**.

All the terms and conditions of the Request for Bids remain unchanged until and unless expressly modified so in writing.

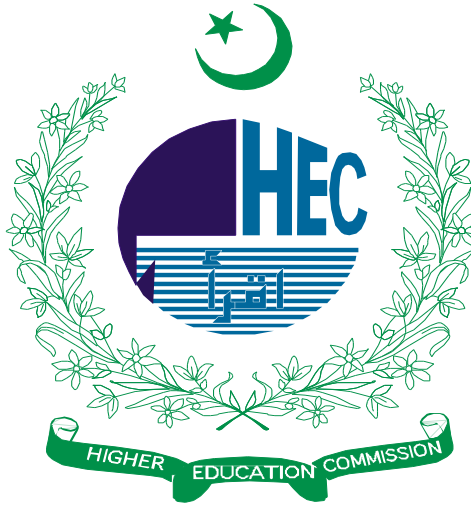
Director General (IT)
Higher Education Commission
Sector H-9, Islamabad
Phone: 90402212 & 90402244

Request for Proposal (RFP)

Backup & Recovery Solution and Business Continuity Services

Last Date for Submission: June 28, 2022, at 2:00 PM

Bid Opening Date: June 28, 2022, at 2:30 PM



**HIGHER EDUCATION COMMISSION
H-9, ISLAMABAD**

Websites: www.hec.gov.pk

Tel no. 051-90402244

(Rs. 1000/-)



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1. DEFINITIONS

- 1.1. HEC: Higher Education Commission.
- 1.2. PERN: Pakistan Education & Research Network.
- 1.3. SLA: Service Level Agreement.
- 1.4. RFP: Request for Proposals.
- 1.5. BPAS: Business Process Automation System (IBM BPM)
- 1.6. MOSS: Microsoft Office SharePoint Server
- 1.7. BOQ: Bill of Quantities.
- 1.8. BOC: Bill of Cost
- 1.9. Total Bid Value: Cost of 3-year services as per BOC.
- 1.10. Total Contract Value: Cost of 3-year services as per BOC, licenses, services, etc.
- 1.11. Bidder: Bidder who has submitted the proposals.
- 1.12. Selected Bidder: Bidder selected for the award of tender.
- 1.13. first Party: Higher Education Commission
- 1.14. Second Party: Selected Bidder.
- 1.15. Service Level Agreement: The level of service which HEC purchases from vendor in respect of the service.
- 1.16. Trouble Ticket: A File that identify the fault, the technical detail.
- 1.17. Call-out Interval: The time between Network Operation Centre issuing a trouble ticket to the concerned vendor/engineer and confirming that the trouble ticket is received and accepted by the vendor.
- 1.18. Restoration Time: time measured between a trouble ticket being received and accepted by the vendor and restoration of the system(s)/service(s)/functionality (ies) in subject to operation condition.
- 1.19. Resolve: To restore the system(s)/services(s)/functionality (ies) on which a trouble ticket is issued and complete all further activities necessary to close the trouble ticket.
- 1.20. Resolution Time: The time measured between a Trouble ticket being received and accepted by the vendor and the answer to / completion of the trouble ticket.



2. INTRODUCTION

Higher Education Commission (HEC), has IT Infrastructure which provides IT facilities to the employees of HEC and to the users of universities/institutes like BPAS Services, SAP, Scholarship Portals, ETC services, Video Conferencing, Interactive Lecturing and LMS, Internet Services, Email, and Websites/Internal & External Portals, etc. Over the past few years, advanced technology and enhanced version of software and new services have emerged and their requirement is penetrating in HEC routine business. Further number of employees has also increased at HEC. Therefore, the requirement of Business Continuity, Disaster Recovery and Data Backup has certainly increased many folds as it was before.

In this regard, HEC intends to procure and implement a comprehensive “Backup & Recovery as a Service” solution for HEC ICT Infrastructure and HEC/HEIs hosted services at HEC datacenters/Cloud Platform, by either the implementation of a new Backup & Recovery solution or the extension of the already implemented Enterprise level Backup & Recovery solution with same or equivalent solution set (details may be provided to the interested bidder(s) through HEC ICT infrastructure survey and assessment session(s)). The selected solution may primarily be deployed for the backups and recovery of the services like BPAS, MOSS, MS Exchange, SQL, Oracle OBIEE (10g/11g), Oracle (10g, 11g), SAP, Linux, and end users’ Applications/Data of HEC/HEIs hosting their services at HEC Datacenters.

3. SCOPE OF WORK

HEC Datacenters are hosting all the ICT services for its departments and Universities. HEC Datacenters having multiple brands of servers/storages/applications, intend to obtain the complete backup and recovery solution including product, support, and services for its all systems and applications running in these Datacenters for next three years.

Following requirements (but not limited to only these points) define the scope of work for this tender:

- The selected bidder shall be responsible for designing and implementation of the backup strategy, installation and configuration/upgradation of Backup software services and management of the data backups & recovery solution and services at HEC Head office Islamabad and its designated site(s).
- The selected bidder will extend a dedicated resource in HEC head office Islamabad (and additionally one in each of its regional offices/sites on demand as an optional service based on the availability of funds and approvals from the HEC authorities) to maintain and monitor backups and recovery services 24 x 7 x 365.
- The selected bidder will be responsible to respond to emergency events on urgent basis as per SLA mention in this RFP at Annex-III.
- Reporting Support and services on Quarterly basis.
- Selected bidder shall be responsible for at-least 3 years of Services and Support, in addition to the software warranty and licensing services.

4. BIDS SUBMISSION REQUIREMENTS

The objective of bid submission requirement is to provide bidders the information to submit their bid in response of this RFP according to the specifications defined in this RFP and in order/sequence as set forth in this document. Bidders must follow following requirements for their proposals/bids.

- 4.1. For this tender PPRA’s Para 36(b) ‘Single stage - Two Envelope Procedure’ for open competitive bidding shall be adopted.
- 4.2. Bids shall comprise of single envelope containing two separate envelopes i.e., Technical and Financial Proposal and clearly marked Technical and Financial proposals.



- 4.3. Bidder shall send technical and financial proposals to address given in Tender Notice and in this RFP by courier or by hand.
- 4.4. Bidders shall submit one copy of Technical and One Financial Proposal. Also provide the soft copy of the technical bid.
- 4.5. Technical proposals shall contain Company profile, Authorization & relationship with principal firm(s), location of branch offices, company experience in related field, technical staff, project completed, major clients' list as per the format given in Annex VII "Firm's References", Software technical details (brochures, data sheets etc.) mentioning compliance and properly highlighting all the compliance specification as requested in Form I "Technical Information Form" using florescent highlighter.
- 4.6. The bidder must provide project execution plan with Technical Proposal.
- 4.7. The bidder must attach all technical documents in support of solution/BoC.
- 4.8. Bidders are required to fill the Technical Information Forms attached at Annex-V and submit it along with Technical Proposal.
- 4.9. Bidders are required to fill the Financial Information Forms attached at Annex-IV and submit it along with Financial Proposal.
- 4.10. Quantity may be increased/decreased as per HEC requirement.
- 4.11. A bank draft equal to 1,000,000 PKR, should accompany the bid as part of financial proposal as bid security/earnest money drawn in favor of D.G. (Finance), Higher Education Commission, Islamabad. The bid shall not be considered without bid security/earnest money. The bid shall not be considered if the bid security/earnest money is less than the mentioned amount.
- 4.12. Total bid value shall cover cost of software and licensing, cost for scope of work & services and three-year warranty and support of scope defined in BoC and all applicable Govt. taxes.
- 4.13. Bidders shall be responsible to quote all software mentioned in BoC.
- 4.14. The bidders must have support office in Islamabad-Rawalpindi, Lahore, and Karachi.
- 4.15. Bidders shall submit a signed letter with Official stamp affixed on it as per the format given in Annex VI as a cover letter to the Bid/Proposal. Bids/Proposals submitted without this cover letter will not be accepted and bids will likely be rejected straightaway.
- 4.16. Bidders are required to fill and stamp the Technical Information Form I as provided in this RFP and must submit it along with Proposal.
- 4.17. Bidders are required to fill and stamp all pages of the Annex IV "Bill of Costs" while following the format given and submit it as Financial Proposal. Financial Proposals not following the given format may lead to the rejection of bid.
- 4.18. Bidders are required to submit their financial proposals in PAK Rupees (PKR).
- 4.19. If a bidder has quoted multiple options, in this case bidder should submit the bid security/earnest money equal to 1,000,000 PKR against the highest quoted option.
- 4.20. Each item in Bid will be labeled separately.
- 4.21. Integrity pact need to be furnished on legal stamp paper along with bid. Sample is given at Annex VIII. If not provided bids are likely to be rejected.
- 4.22. The Bidders are required to quote all the Items as per BoC, Bids will be evaluated and executed on turnkey basis, in case if any item(s) not quoted in the bid, the bid is likely to be rejected.



5. SELECTION PROCEDURE

- 5.1 In first stage for each category, only technical proposals will be opened in the presence of bidder's representatives
- 5.2 As a part of technical evaluation, bidders may be asked to conduct presentation/ demonstration if required.
- 5.3 For qualifying in technical responsiveness, bidders shall fulfill all the requirements as laid out in Part A "Mandatory Requirements" of Technical Evaluation Criteria at Annex-V. If any of the mandatory requirements is not met by the bidder, the bid shall be cancelled, and no further consideration will be given. Moreover, bidders will have to secure at least 80% score in totaling to 100% weightage assigned to Technical Evaluation. The bids will be evaluated on least cost procedure.
- 5.4 Financial proposals of bids found technically non-responsive will be returned un-opened.
- 5.5 After the approval of contract award, a contract agreement on the stamp paper worth Rs. 1500/- shall be executed by the firm with selected bidder after the issuance of Letter of Intent within stipulated time as mentioned in Letter of Intent.
- 5.6 Bidder must pay the fee of PKR 1000/= to HEC Finance for registration to be considered for submission and onwards evaluation.
- 5.7 Technical evaluation of the firms shall be based on information provided in Technical Proposals.
- 5.8 On the basis of technical evaluation, the financial proposal of only technically responsive bidder will be opened in the presence of their representatives who choose to attend.

6. TERMS OF PAYMENT

- 6.1 No Mobilization advance will be paid to the vendor in any case.
- 6.2 Three (3) Years Total cost of services including software, solution and services shall be divided on three years (1st year 40%, and remaining years 30% each year till the period of contract) and paid to the contractors on Post yearly Basis.
- 6.3 Ten Percent (10%) of bank guarantee of the contract value shall be submitted by the vendor for period of three years or for one year and renewed every till the expiry of agreement. It will be released after completion of agreement.
- 6.4 All payments shall be made through Cross Cheque in the Pak Rupees.
- 6.5 Taxes will be deducted at source as per government rules at the time of payment.
- 6.6 The bid security/earnest money of the successful bidder will be returned after the signing of the contract.
- 6.7 Bidder should mention the installation, maintenance and any other charges/optional charges in financial bid deem necessary to complete the scope of work.

7. LIQUIDATED DAMAGES

- 7.1 In case of delay, HEC reserves the right to get specific damages not exceeding 10% of the total amount of the contract at the rates prescribed in Annex-III (Service Level Agreement) on the invoiced amount to each violation of SLA.
- 7.2 If the work is not executed according to the satisfaction HEC, HEC reserves the right to cancel the agreement altogether after serving the prior notice for 60 days and get the work done from some other party at the risk & cost of first party.



- 7.3 In case of services delay or unsatisfactory service delivery, Contractor performance Bank Guarantee / Retention Money will be forfeited.

8. GENERAL TERMS AND CONDITIONS

Following general terms & conditions apply to RFP

- 8.1 Only authorized partner/System integrator of specific solution can participate (documentary proof is mandatory).
- 8.2 The bidder should be registered with Sales Tax and Income Tax Department.
- 8.3 An affidavit to the effect that the firm has not been blacklisted by any Government/Semi Government organization.
- 8.4 HEC reserves the right to accept/reject wholly or partially any tender while assigning reason thereof at any stage of the tender process.
- 8.5 Validity period of the bids shall be 180 days.
- 8.6 Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this RFP.
- 8.7 During the examination, evaluation, and comparison of the bids, the HEC at its sole discretion may ask the bidder for clarifications of its bid.
- 8.8 The request for clarification and the response shall be in writing/email. However, no change in the price or substance of the bid shall be sought, offered, or permitted after bid submission.
- 8.9 If the contract amount exceeds Rs. 10 million annually, the selected bidder must furnish the integrity pact as provided at (Annex VIII).
- 8.10 Total Bid Value shall cover cost of Products, services, and support. Cost of extended warranty and services for three years shall account for financial evaluation and so shall be included in Total Bid Value.
- 8.11 The amount submitted as bid security/earnest money shall be refunded to the unsuccessful bidders after the decision of "Tender Committee" for the award of said tender.
- 8.12 If there is a discrepancy between unit price and total price in the submitted bid which is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between the words and figures, the amount in words shall prevail. If there is a mistake in addition/ totaling, that shall be corrected. If the bidder does not accept the corrected amount of bid, his bid shall be rejected and his tender security forfeited.
- 8.13 Incomplete and conditional tenders will not be entertained.
- 8.14 For this tender all updates/changes shall be communicated through email and be posted on HEC website.
- 8.15 In case of any dispute between the two parties of any matter arising out of after signing the contract agreement, the case shall be referred to Executive Director, HEC whose decision shall be final and binding on both parties.
- 8.16 Bids submitted via email or fax will not be entertained.
- 8.17 Bidders shall provide a certificate from their bank certifying their sound financial position and credit limit from the bank or any appropriate documentary proof (e.g., Annual Audit Report), showing the financial strength of the bidders.
- 8.18 Bidders indemnify HEC against all third-party claims of infringement of patent trademark, industrial design rights arising from use of the goods of any part thereof in Pakistan.



- 8.19 The Selected Bidders has to furnish the Performance Bank Guarantee equivalent to 10% of annual contract value at the time of singing of contract, which will be released after total services tenure.”

9. MEET OR EXCEED SPECIFICATIONS

The specifications provided in this RFP are the minimum requirements of HEC. The vendors must meet or exceed these specifications to meet the actual requirements of HEC and its successful practical implementation in such case additionally proposed or altered specifications should clearly be highlighted to enable HEC to identify modified specifications.

10. CLARIFICATIONS

Queries regarding this RFP shall be submitted in writing to:

Syed M. Jamil Shah

Assistant Director (S.M)
Higher Education Commission
H – 9, Islamabad.
Phone: +92-(051)90402244
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Annex. I

**Form I: Technical Information Form
(Technical Services Requirement)**

Service	Attributes	Description	Compliance y/n	Comments
PART A – Mandatory				
1 Backup & Recovery Solution <i>(with Ransomware data protection capabilities as a whole solution)</i>	1.1 Enterprise level Backup solution	Must include but not limited to the following mandatory requirements: <ol style="list-style-type: none"> 1) Data Backup and Recovery, along with Ransomware data protection capabilities as a whole unified solution, with market share leadership – among the leaders board of Gartner’s Magic Quadrant for backup and recovery solutions for more than five (5) years. 2) Source Optimized De-duplication with built-in Global de-dup. Simultaneous Client and Target Deduplication policies and has a true global, block-level, end-to-end fixed and variable deduplication without adding the overhead of any third-party tools/appliances. 3) Multi-tier Application Resiliency and Availability 4) The Backup server (along with its catalog database) itself mainly be deployed on Linux platform for the better security and control of the backups & recovery solution services and resilience. 5) Scalability without Complexity. Extensive Built-in Classification Policies and automated hands-off data protection instead of manual interventions for DR orchestrations and for cross vendor/multivendor infrastructure and storage-array replications etc. 6) Should support native replication capabilities to allow replication of backup data between sites. 7) Must support automated tiering of backup data between different 		



		<p>backup storage tiers (Primary backup storage, long term disk backup storage, physical tapes, replication to DR, etc.) based on classification of data. It should support each tier with different retention policies.</p> <p>8) Layered security against Ransomware, Immutable Storage features set, anomaly detection and Ransomware Protection capabilities integrated with the solution.</p> <p>9) Unified data protection solution across all workloads, and Complete Primary and Secondary Data Visibility.</p> <p>10) Agentless, modern, next-gen workload protection.</p> <p>11) The backup software must not rely on external database to store its catalog or configuration. The catalog database must be native to the backup software and not installed or managed separately.</p> <p>12) Built-in IDS and IPS security protection</p> <p>13) If the proposed solution involves any additional hardware/components, it must have redundant hot-swappable hardware components (e.g. Power supplies, fans, disks, etc.)</p> <p>14) If the proposed solution involves any sort of Physical components or appliances:</p> <ul style="list-style-type: none"> ▪ It must give high data reduction ratio etc. ▪ It must use with RAID-6 protection for backup data, with multiple hot spares. ▪ All-inclusive components, with no hidden dependencies i.e., external licensing dependencies. All Inclusive licenses model, etc. ▪ physical component/appliance must be in active-active mode with synchronous configurations on all controller nodes. ▪ Must support for all protocols: i.e., latest versions of protocols including SMB, NFS, fiber protocols, 		
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		<p>ISCI protocols, NDMP and all latest protocols.</p> <p>15) The proposed backup & recovery Solution must comply with following organizational needs-based specifications:</p> <p>With minimum following features:</p> <ul style="list-style-type: none">a) Enterprise level backup software for HEC Servers in HEC Data Center with annual support with software assurance including Upgrades and Updates, preferably Linux based master/media servers/appliances solution.b) Enterprise – class data protection from desktops to datacenters with UNIX, Windows, Linux, or NetWare environments etc and ransomware protection as a whole solution.c) Single unified solution and centralized management console for Backup & Recovery and reporting service (Bare Metal/VM Backups and Recovery, data protection for Servers and Desktops/Laptop, Applications and Databases, including (but not limited to these) MOSS2007/2013, Exchange 2007/2010/2013, SQL Server 2012/2014/2016/2017/2019, IBM BPM Servers, MYSQL (all versions) Windows 2012 R2/2016/2019, Linux/Centos/Ubuntu all versions etc.) or any further latest versions of OS and Applications.d) Must support all types of backup and recovery scheduling features i.e. Schedule full, differential, and incremental backups etc.e) Solution should support single sign-on through integration with Active Directory/LDAP for authentication.f) Backup software should be able to backup online email archives from the centralized archiving server.g) Detailed Historical Reports/Forecast Report Managementh) Leverage advanced disk-based protection methods.i) Storage Lifecycle Managementj) Solution must provide instant recovery for virtual machines		
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		<p>through powering up the VMs directly from the backups.</p> <ul style="list-style-type: none">k) Integrated Deduplication Supportl) Solution must provide workflow to automate the day-to-day process of backup, replication, vaulting, retention management, etc.m) Must provide option for export of long-term retention backups from internal or external media.n) Proposed solution must be an integrated purpose-built backup appliance that features convergence of media server and integrated storage with deduplication within the same appliance.o) Proposed solution must be simple to maintain and upgrade using a single package upgrade for the entire appliance stack (Firmware, Drivers, OS, Backup, Security and Storage management software and any other software included).p) Solution should provide a singular management console for management of multiple backup nodes/hardware and software components if any, across sites to allow centralized patch management, monitoring, and capacity management.q) Solution should support Ethernet failover, Ethernet aggregation and VLAN tagging.r) Proposed solution and its components as a whole must provide 10G FC SFP interfaces.s) Solution must support an internal mechanism to provide the best defense against data integrity issues to continuously verify, detect and protect against data recoverability issues throughout the life cycle of the backup data.t) Solution should provide network-efficient, automated, ultra-safe replication for disaster recovery (DR), remote office(s) data protectionu) The backup solution components should have latest backup software packages being pre-installed on to it.		
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		<ul style="list-style-type: none">v) If proposed solution accounts for any backup component or appliance, it must be configured as primary backup server with backup catalog/index and deduplication data stored on itself and it can be configured as media server role etc. as well.w) The proposed solution and its allied components should eliminate and reduce the operating cost, complexity, of building and supporting your own media servers.x) The Backup solution and any of its <u>inclusive/exclusive component must be quoted and supplied</u> from the same backup software vendor with all levels of support, services, licensing, and any other requisites, must be provided by the same service provider and vendor inclusive to the solution as a whole.y) Live Replication Supportz) Bare-Metal Restore (BMR) and virtualized restore for Windows, Linux, Solaris, Red Hat etc.aa) Provide Disaster Recovery functionality with Bootable System Recovery Diskbb) Granular Recovery Technologycc) Support for Heterogeneous Storage like IBM, HP, EMC, Fujitsu, NEC, Sun, NetApp, and Huawei etc.dd) Capable to provide the dissimilar Hardware Recovery and Integration with Cloud Based backup recovery and restore platforms capability to provide a robust Disaster Recovery option.ee) Support for the currently running and all latest OS versions i.e. Microsoft® Windows®, Linux® (all Flavors), VMware®, Microsoft Hyper-V™, IBM AIX and Citrix™ XenServer™ and other available operating systems/visor/ platforms. Including support for updated versions/packages of all above mentioned OS/applications/platforms.		
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		<ul style="list-style-type: none"> ff) Backup Software must be able to take multiple backup copies simultaneously of a single or multiple clients. gg) Backup Software should be capable of using backup Multiplexing & Multi-streaming feature hh) Backup Server should be able to manage a record of user-initiated action ii) Physical to virtual (P2V), virtual to physical (V2P) and virtual to virtual (V2V) cross-platform conversions and interoperability in terms of both the hardware and the software i.e. versions/ platforms/products/manufacturers/solutions etc. jj) Can handle number of backup clients, agents, and options with no limitations. kk) Should Support Continuous Data Protection (CPS) ll) Should be capable to support NDMP mm) Should support compression in the backup up to 60% nn) Storage optimization oo) Platforms interoperability for backups & recovery in terms of operations support and manageability: i.e. should support backup of different files directly from different visors (Microsoft, VMWare, Cisco, Huawei, Linux etc.) 		
2 Backup Clients	2.1 Backup Client	<ul style="list-style-type: none"> a) Backup Client should be capable to offload backup traffic from the LAN and allows for fast backups over the SAN. b) Integrated protection of VMware and Hyper-V environments. c) Can be used on number of HEC servers required to be backed up with software assurance including Upgrades and Updates with no limitations. d) Bare Metal Recovery of OSs 		
	2.2 SQL Server Client	<ul style="list-style-type: none"> a) Backup & Restores SQL databases (Clustered & Standalone) to the exact point in time or transaction log mark by rolling forward only the transactions that occurred prior to a user-specified date and time 		



		<ul style="list-style-type: none"> b) Granular database view to Display database object properties provides backup and recovery flexibility c) Data protection for SQL and related databases during Backup & Restore 		
	2.3 MySQL Server Client	<ul style="list-style-type: none"> a) Backup and recovery of multiple MySQL databases/servers across Linux, Solaris, and Windows operating systems b) Schedule full, differential, and incremental backups of MySQL database 		
	2.4 Oracle Server Client	<ul style="list-style-type: none"> a) Oracle Server Files and Folder Level Backup (Linux and Windows both) b) Oracle Database Online / Hot Backups / restore (Full & Incremental) c) Oracle Server BMR specific Backup d) Oracle Database cloning and deduplication support e) Point in time restore of Oracle database f) Complete restore of Oracle database with control file g) Complete System Recovery of Oracle Server using Bare Metal Restore 		
	2.5 Active Directory Client	<ul style="list-style-type: none"> a. Support Microsoft VSS system state backup b. Granular recovery of Active Directory with full attributes (for example, user, server, printers) c. One backup image of AD for Daily backup and Disaster Recovery d. Support Microsoft WMI for block level incremental backups or accelerator. 		
	2.6 Exchange Server Client	<ul style="list-style-type: none"> a. Support for Exchange 2013/2016 in stand-alone and a Database Availability Group (DAG) configuration b. Complete, non-disruptive protection of the Exchange database and mailbox components, including mailbox-level backup c. Exchange Rapid, granular recovery of databases and mailboxes, d. Granular Recovery for individual message restores e. Eliminate MAPI backups f. Server level backup and recovery 		
	2.7 SharePoint Server Client	<ul style="list-style-type: none"> a. MOSS Server 2007, SP2013 and SP2019 File Level Backup b. Single Console to backup SharePoint and Windows services; including 		



		<p>server farm configuration and single sign-on for databases</p> <ul style="list-style-type: none"> c. Granular recovery of SharePoint files, including different versions of a file, sites, sub-sites, and lists such as calendars and links d. Backup/Restoration of SharePoint Sites MOSS 2007, SharePoint 13 & SharePoint 19 Farms 		
	<p>2.8 SAP ERP Server Client</p>	<ul style="list-style-type: none"> a. Support for SAP NetWeaver with the SAP DBA administrative interface, along with the DR backup and recovery commands, b. Should support backup of oracle DB as well as SAP's own HANA DB as well. c. Provides a solid, SAP NetWeaver-centric data protection solution for customer specific configurations on the UNIX, Windows, and Linux platforms. d. Leverage Oracle RMAN benefits when protecting SAP NetWeaver using Oracle e. Support SAP Real-time continuous data protection and live replication 		
	<p>2.9 Virtualization Backup Client</p>	<ul style="list-style-type: none"> a. Support VMware®, Microsoft Hyper-V™, Huawei Fusion Sphere and Citrix™ XenServer™, Linux KVM and all other Linux hypervisor options, etc. b. Protect VMs without using a client or agent inside the virtual machine c. Recovery of files from block-level increment backups (BLIB) in Virtual environment d. Linux single file restore for Virtualized Server e. Support Auto discover and protect new VM in VM environment f. Continuous any point in time data protection for VMware environment g. File-level incremental backups of virtual machines h. Hyper-V™ incremental and off-host backup support i. Hyper-V™ failover cluster VMs backup and restore support 		
	<p>2.10 Shared Storage Client</p>	<ul style="list-style-type: none"> a. Backup Software support Dynamic store sharing b. Backup Software Support Shared Storage c. Utilize storage area network (SAN) for backup operations. 		



<p>3 Security of Backup infrastructure</p>	<p>3.1 Security of Backup infrastructure, and backing up clients/ server</p>	<ul style="list-style-type: none"> a. Backup Software should be able to encrypt data at the source/client, while in transit and at rest. b. Should provide native intrusion detection and intrusion prevention capabilities on the backup appliance to protect the system and resident backup data. c. Support encryption algorithm d. Ransomware protection by immutable storage feature support for both the backup infrastructure and backup clients/Servers. 		
<p>4 Backup Operations Manager & Reporting Server</p>	<p>4.1 Backup Operation Manager with Enhanced Reporting features etc.</p>	<ul style="list-style-type: none"> a) Heterogeneous support across heterogeneous backup and archive. b) Solution must provide built-in robust reporting engine covering SLA compliance reports, charge back reporting, daily backup status, inventory management of scheduled jobs and assets, creating customized reports, scheduling reports and notifications/alerting from the same singular backup management console (must not require separate console). c) Support Policy based data retention for trends and analysis d) Able to Verify backup service-level compliance with recovery-time and recovery-point objective (RTO and RPO) requirements e) Multiple reports of backup data viewable at Dashboards f) Web-based interface for reports and analysis g) Analysis service support agent-less data collection h) Backup Analysis Report must Auto generated and distributed by Scheduled email i) Export reports to .csv, .html, Excel® spreadsheet, PDF or .xml formats 		
<p>5 Deduplication</p>	<p>5.1 Deduplication Support</p>	<ul style="list-style-type: none"> a) Optimized online deduplication for physical and virtual environments. b) Multi-stream replication c) Fast recovery of an individual Microsoft Exchange file and an entire Exchange image with a single backup pass 		



<p>6 Live Replication</p>	<p>6.1 Backup Data</p>	<p>a) Live replication support for critical data b) Continuous data protection for any point in time recovery. c) Recovery using virtualized disk volumes called “Time Images”. d) Provides live IP-based replication</p>		
<p>7 Archiving</p>	<p>7.1 Mail Archiving</p>	<p>With minimum following features a) Archiving solution for Exchange 2007/2013. b) Manage email storage via automated, policy-controlled archiving to online stores for active retention and seamless retrieval of messages and attachments. c) Automatic mailbox management by eliminating mailbox quotas and message size restrictions d) Archiving software should acts as a long-term repository for older information which can help dramatically to improve Exchange Server performance e) Archiving software should have an option to eliminate PST files by finding, collecting, and centralizing them into the archive. f) Archiving software should provide offline and online access to a user’s mailbox archive even when not connected to the corporate network. g) Archiving software should provide public folder archiving also, end-user search and retrieval of live and archived public folder data continues to be done using the native Outlook interface. h) Lifetime management of email i) Optimized single-instance-storage of emails in an archive store</p>		
	<p>7.2 Enterprise Vault Agent</p>	<p>a) Backup software Enterprise Vault agent for automatic detection and configuration of multiple servers and applications that need protection in HEC environment with three-year software assurance including Upgrades and Updates</p>		
<p>8 Other Services Required</p>	<p>8.1 Implementation Support & Services</p>	<p>b) Project plan and regular progress reports and monitoring as per Annex III “Service Level Agreement for Service “</p>		



		<ul style="list-style-type: none"> c) Detailed Backup design documentation and acceptance test specification. d) Fully configured Backup implementation, in accordance with the agreed design and build documentation. e) Execution of acceptance testing f) On-site implementation and testing, including installation of Backup Servers and Backup Clients, and configuration of all agreed policies, media management. g) On-site Backup testing with documented results, and formal handover and skills transfer to customer's support staff. h) Configuration of Storage Units and Integration with the Backup Servers and ransomware protection capability. i) Configuration of backup policies of all the supported database and applications whose details are mentioned below: <ul style="list-style-type: none"> a. Oracle Database Server (Windows & Linux) b. Share Point Server c. Exchange Server d. SAP Server including SAP HANA DB e. Hyper V Environment f. Microsoft Hyper-V Failover cluster environment g. Active Directory Servers h. SQL Server i. Linux (MySQL) j. VMWare environment j) Testing of backup policies with successful run of backup jobs for all backup polices k) Testing Restoration of data which have been backed up using the configured backup policies. l) Documentation of acceptance testing of the required backups and restores m) Formal Backup environment handover and skills transfer to customer's support staff. n) Configuration of backup policies including backup attributes, backup schedules, backup selection list and machines need to be backed up. 		
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		<ul style="list-style-type: none"> o) Configuration of backup policy for Microsoft SharePoint server specific data including SharePoint configuration files, sites, sub-sites and lists. p) Configuration of BMR based backup policy for multiple servers with different Operating Systems q) Configuration of file level backup policy to backup Linux based machine r) Configuration of Disk Storage Units required for backups s) Installation of Backup Client on Oracle Servers. t) Data File restoration of the Oracle database u) Installation of Backup Client on SAP Servers. v) Data File restoration of the SAP w) Installation of Backup Client on MOSS Server. x) Restoration of a SharePoint Web application within a farm y) Redirecting a restore of a SharePoint Web application to another farm z) Restoration of site collection on the same farm aa) Restoration of single site bb) Restore Document Library cc) Restoration of Central Admin dd) Restore Document/Item ee) Restore permissions ff) Disaster Recovery Plan, SOP and Active Test gg) All possible scenario / requirement may be added for servers mentioned at point "i" & others at any stage. hh) Overall application backup/archived data file cycle management on online storage stages management. ii) Support service for minimum 3 years. 		
	<p>8.2 Training</p>	<p>A technical/functional level training at product principal's authorized training center, of three (03) IT staff officials/officers must be carried out for the smooth functioning of the applications after signing of the contract. The proposal must include all the official material and certification costs, training must be carried out at principal's Authorized training center</p>		



		by certified and authorized trainer/ Instructor		
	8.3 Other/Miscellaneous items	Bidders are required to go through the requirements and should identify parts / items deem necessary to comply with the Service Level Agreement and operations and maintenance Job		
PART B – Optional				
9 Optional Services	9.1 Backup Services for the Desktop and Laptop Clients & Backup as a service for the HEIs	As described in Annex. II part B at Sr. No. 21 and 22 respectively, the Optional services may be required on demand either with the mandatory services part A or later separately by HEC. However, bidder must quote the optional services part prices as well (inclusive all applicable taxes and warranties/services) for 3 years, and prices will be locked in the period of contract validation to obtain those services from the selected bidder based on availability of funds and approvals for the said requirements.		
	9.1.1 Backup Services for the Desktop and Laptop Clients	<ul style="list-style-type: none"> a. Services and Support for automated backup and recovery for initially 500 users’ desktops and laptops with continuous data protection, scale may be increased as described in Annex. II (sr. 21) b. Online backup on Network folder and offline backup on local desktop and laptop folders of 500 HEC users initially. However, the scale may be increased as described in Annex. II (sr. 21) or more as per requirements. 		
	9.1.2 Backup as a service for the HEIs	<ul style="list-style-type: none"> a. Backup & Recovery Services and Support for automated backup and recovery for initially 10 TB Volume or 20 Instances from HEIs/Universities of Pakistan being centrally managed and stored backups and recovery solution i.e., Backup as A Service as a standard BaaS cloud feature set, with self-service portal and requisite technical and functional facilities with continuous data protection as per initial scale of Annex. II (Sr.22). However, the scale may be increased as described in Annex. II (Sr. 22) or more as per requirements. The details of functional/technical requirements for Backup as a Service (BaaS) and its 		



		related modalities may be the same as mentioned above in the technical form I (Sr. no. 1-8) for mandatory services and it may further be elaborated as per requirements for BaaS services for the HEIs specifically as well.		
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Annex-II Current Data/Instances Sizing and Estimated Growth per year

A) Mandatory Services Requirement along with projected sizing estimations:

Sr. No.	Server Name	Current Qty	Current Data Size (TB)	year1		year2		year3	
				Volume	Servers	Volume	Servers	Volume	Servers
1.	Physical hosts with agents	10			10		15		20
2.	Physical host with volume		2	1.00		1.50		2.00	
3.	Exchange Server Client agents	8			8		8		10
4.	Exchange Server with volume		13.00	5.00		6.00		7.00	
5.	SAP ERP/Oracle Server Client agents	10			10		14		14
6.	SAP ERP/Oracle Server Client with volume		1.50	1.00		1.50		2.00	
7.	Active Directory Client agents	4			6		8		8
8.	Active Directory Client with volume		0.50	0.50		0.50		0.50	
9.	SQL Server Client agents	10			10		15		25
10.	SQL Server Client with volume		10.00	2.50		12.00		14.00	
11.	SharePoint Server Client agents	8			8		10		15
12.	SharePoint Server Client with volume		5.00	1.00		5.00		6.00	
13.	MySQL Server Client agents	2			4		15		8
14.	MySQL Server Client with volume		2.00	1.00		3.00		4.00	



15.	Virtual Machines agents	200			200		200		250
16.	Virtual Machines with volume		10.0	7.00		15.00		20.00	
17.	Backup Operation Manager with Enhanced Reporting	2	-	-		-		-	
18.	Data Deduplication Agents	10	-	-		-		-	
19.	Live Replication agents	50	-	-		-		-	
20.	Vault Agents	1000	-	-	-	-	-	-	-
Total server agents/Data Size		250	44.00	20.00	256	44.50	285	55.50	350

B) Optional Services Requirement:

Sr. No.	Service Name	Current Qty	Current Data Size (TB)	year1		year2		year3	
				Space	Instance	Space	Instance	Space	Instance
21.	Desktop/Laptop Clients	500	10	10	500	15	600	20	700
22.	Backup as a Service for HEIs	20	10.00	10	20	15	40	20	50
23.	Cost per TB for HEIs (BaaS)	1	1						
24.	Cost per Instance for HEIs (BaaS)	1	1						

* Bidders are required to quote minimum required licences for backup software to comply scope of above mention sizing for year1, while, the quotes as per the projected growth rates for 3 years may also be provided as well. However, the charges will be paid as per actual utilization per annum and may be varied accordingly.

* Bidders can quote either volumes based or instance-based licensing model or both, while covering the current landscape of the services requirements as a mandatory quote. For Instance, based licensing the values will be same as per given Qty and requirements at Annex. II.

* Requirements may be varied (at any stage with prior information/discussion with the service provider(s) according to the needs and technical specifications may also be considered as per actual usage and requirements.

* Optional Services procurement will be based on demand with subject to the availability of funds and necessary approvals from the concerned authorities at HEC.



Annex-III (Minimum Service Level Agreement for Services)

Following requirements for SLA apply to this RFP for this project.

1. Comprehensive Support & services must be provided for a period of three years on-site.
2. Preventive maintenance in the respect of system and its auxiliaries must be carried out on monthly basis.
3. Response time of the successful bidder in the context of warranted services at all days, 24 X 7, shall be one hour from the reporting of the fault. In case reporting incident is affecting critical Components. The same will be valid for all non-working hours and non-workings days of HEC.
4. The Bidders must ensure the escalation / backup provision response time as per following table through the dedicated engineer's deputed onsite in business hours:

Level	Event	Description	Maximum time to provide restoration of services/backup
L1	Severe	Main Site goes down and backup Data require restoration at DR Site (anywhere in Pakistan as per requirement of HEC for the designated sites i.e., Lahore, Karachi, or Islamabad) and main site restoration will also be included in the scope of SLA.	4hrs
L2	Critical	Multiple Servers down and Backup needs to restore to activate the service or in case a complete service goes down.	8hrs
L3	High	In case of a server/service goes down which does not affect any major service, or its functionality and its recovery required	24hrs

5. In case of delay in service provisioning Liquidated Damages will be calculated and imposed as per following table



Backup Software Licenses and Business Continuity Services

Level	Event	% Of Invoiced amount per volition
L1	Severe	7.5%
L2	Critical	5%
L3	High	2%

6. It will be responsibility of contractor so to ensure the backup policies implemented with the help of HEC senior management and check for regular backups and compliance to policy to avoid any future failures.
7. Contactor will be responsible for maintaining the SLA and ensure the backup data accuracy and execute the backup according to scheduled policies.
8. The Selected bidder shall provide a weekly Operation and Maintenance (O&M) report that shall include but not limited to the following information:
 1. Overview of Service running
 2. Application / Servers Impact Analysis
 3. Application and server Usability Report
 4. Quarterly backup service-level compliance with recovery-time and recovery-point objective (RTO and RPO) drill
 5. Trouble ticket handling statistics and analysis
 6. Monthly work plan and Assigned New Work /jobs progress report
9. The Selected bidder shall provide support service for installation, configurations, and O&M Services with premier support services/SLA from the principal online and on-site services, for 24/7 days (16 hours day min.) a year including public holidays, without any additional cost or liabilities to the HEC.



Annex IV: Bill of Cost

(To be filled by the bidder as part of Financial Proposal)

Attributes	Description "As per Annex-I Technical Service Requirement"	Year 1	Year 2	Year 3	Total Cost (3 Years)
a. Backup & Recovery Solution	Item 1.1 and its sub-clauses				
b. Backup Client	Item 2.1 and its sub-clauses				
c. SQL Server Client	Item 2.2 and its sub-clauses				
d. MySQL Server Client	Item 2.3 and its sub-clauses				
e. SAP ERP/Oracle Server Client	Item 2.4 and 2.8 and the sub-clauses				
f. Active Directory Client	Item 2.5 and its sub-clauses				
g. Exchange Server Client	Item 2.6 and its sub-clauses				
h. SharePoint Server Client	Item 2.7 and its sub-clauses				
i. Virtualization Backup Client	Item 2.9 and its sub-clauses				
j. Shared Storage Client	Item 2.10 and its sub-clauses				



k. Security of Backup clients and server	Item 3.1 and its sub-clauses				
l. Backup Operation Manager with Enhanced Reporting	Item 4.1 and its sub-clauses				
m. Deduplication Support	Item 5.1 and its sub-clauses				
n. Live Replication	Item 6.1 and its sub-clauses				
o. Mail Archiving and Enterprise Vault	Item 7.1, 7.2 and its sub-clauses				
p. Implementation Support & Services	Item 8.1 and its sub-clauses				
q. Training	Item 8.2 and its sub-clauses				
r. Other /miscellaneous items	Item 8.3 and its sub-clauses				
s. Desktop and Laptop Client Backups	Item described in Optional Part B at 9.1 and sub clauses				
t. Backups As A Service for HEIs	Item described in Optional Part B at 9.1 and sub clauses				

* Bidders are required to quote minimum required licences for backup software to comply scope of above mention sizing for year1, while, the quotes as per the projected growth rates for 3 years may also be provided as well. However, the charges will be paid as per actual utilization per annum and may be varied accordingly.



- * Bidders can quote either volumes based or instance-based licensing model or both, while covering the current landscape of the services requirements as a mandatory quote. For Instance, based licensing the values will be same as per given Qty and requirements at Annex. II.
- * Requirements may be varied (at any stage with prior information/discussion with the service provider(s) according to the needs and technical specifications may also be considered as per actual usage and requirements.
- * Optional Services procurement will be based on demand with subject to the availability of funds and necessary approvals from the concerned authorities at HEC.

Annex V: Technical Evaluation & Mandatory Requirements Criteria for Firm to participate in bidding process

S. No.	Attributes				Reference Page#
Part A) Mandatory					
1.	Private limited Firms with Income Tax Certificate / GST Certificate and SECP registered				
2.	Affidavit (that the firm has not been blacklisted by private, Govt., Semi Govt. and Autonomous Body) on Rs.20 Stamp Paper.				
3.	At least five (5) years of relevant experience Implementation of Backup & DR projects (Proof of company being in operation for at least 5 years in Pakistan in relevant business)				
4.	Partner Organizations with major Enterprise Backup Software Platforms in Pakistan				
5.	Must be Silver/Gold Partner for Backup Software etc. for at least three years in Pakistan with the same principal and product for which proposing the solution				
6.	Location of Branch Offices (Islamabad/Rawalpindi, Lahore, Karachi)				
7.	Principal's Authorization Letter for participation of Firm for this tender certifying the competency of firm				
8.	Technical Compliance Sheet (Annex I: Technical Service Requirement) (clause by clause compliance of RFP with Component Level part numbers and reference brochures)				
9.	Completely filled BoC (as part of Financial Bid)				
10.	Project Execution Plan (Timelines, Resources, dedicated Staff, Shared Staff, etc.)				
11.	BOQ (Component Level part numbers and reference brochures)				
12.	Firm must have more than Rs. 25 million annual Turnover in IT Services and Solutions for the last two (02) years				
13.	Firm Must have at least one Business Continuity / Business Resilience Certified Consultant, two proposed Product Certified Consultant				
S. No.	Attributes	Max. Score	Weigh tage	Criteria	Reference Page# Document ary Proof



Part B) General Evaluation - Corporate Profile					
Corporate Profile					
1.	Financial Strength (last Two years)	10	10	Turnover of Bidder in consideration/ Maximum Turnover amongst all the Bidders * 10	
2.	Company in Operations (No. of years)	10	10	No. of year of Bid in consideration/ Maximum Year amongst all of the Bids * 10	
3.	Company Association with Product Principal	10	10	No. of year of Bid in consideration/ Maximum Year amongst all the Bids * 10	
Relevant Technical Staff					
4.	Certified Business Continuity / Business Resilience Certified Resource	10	10	No. of Certified Resources of Bid in consideration/ Highest No. of Certified Resources amongst all bids * 10	
5.	Certified Data Backup Solution Expert	10	10	No. of Certified Resources of Bid in consideration/ Highest No. of Certified Resources amongst all bids * 10	
Relevant projects					
6.	Firm has completed Similar Projects in Pakistan. Documentary proof and references required	10	10	No. of Projects of Bid in consideration/ Highest No. Projects amongst all bids * 10	
7.	Successful implementation/ Service Level Agreements of similar project of same scope implementations in other organizations of Pakistan	10	10	No. of Projects of Bid in consideration/ Highest No. Projects amongst all bids * 10	
8.	Firm has SLA Projects In hand in Pakistan with an organization with critical nature of operations	10	10	No. of Projects of Bid in consideration/ Highest No. Projects amongst all bids * 10	
Subtotal		80			



Weight of the Part (B) in Technical Evaluation is 20% and firm's Score will be calculated using following formula Firm's Score = Marks Obtained by Firm in Part B/ Total Max. Marks of Part B * 20		20			
S. No.	Attributes	Max. Score	Weightage	Criteria	Reference Page#
Part C) Product Technical Strength					
Product Market Share and Market Resources					
1.	Principal Financial Strength in Pakistan	10	10	Sales turnout for last two years value of Bid in consideration/ Highest Sales turnout for last two years value amongst all Bids * 10	
2.	Quoted Product Principal Market Share in Region (%) (attach Third Party Report)	10	10	Share of Bid in consideration/ Highest share value amongst all bids * 10	
3.	Principal's Off-the-Shelf Enterprise Applications Projects completed in Pakistan Documentary proof and references required	10	10	No. of Projects of Bid in consideration/ Highest No. Projects amongst all the Bids * 10	
4.	Principal's Off-the-Shelf Enterprise Applications completed Projects in Region Documentary proof and references required	10	10	No. of Projects of Bid in consideration/ Highest No. Projects amongst all the Bids * 10	
5.	Number of Off-the-Shelf Enterprise Products of Principal (List of products is required)	10	10	No. of Projects of Bid in consideration/ Highest No. Projects amongst all the Bids * 10	
Product Third Party Rating					
6.	Quoted Backup Product International	10	10	Product's Market Share of Bid in consideration/ Highest	



	Market Share. (i.e. Gartner.) Documentary evidence required.			Product Market Share in % amongst all the Bids * 10	
7.	Quoted Backup product Share (as per Gartner) Reference required	10	10	Product Market Share of Bid in consideration/ Highest Product Market Share in % amongst all the Bids * 10	
8.	Quoted Backup Product International execution rating capabilities (as per Gartner) Reference is required.	10	10	Product Rank of Bid in consideration/ Highest Rank among all the Bids * 10	
9.	Principal R&D annual Spending Report from independent source required	10	10	Last year R&D Spending of Bidder in consideration/ Highest last year spending amongst of all Bidders * 10	
10	Approved Training Academies / Testing Centers in Region Documentary proof / references required.	10	10	No. of academies of brand of Bid in consideration/ Highest No. of Academies amongst all the Bids * 10	
11	Product Features Rating				
Subtotal		100			
Weight of the Part (C) in Technical Evaluation is 30% and firm's Score will be calculated using following formula Firm's Score = Marks Obtained by Firm in Part (C)/ Total Max. Marks of Part (C) * 30		30			
S. No.	Attributes	Max. Score	Weightage	Criteria	Reference Page#
Part D) Operation and Maintenance					
Corporate Profile					
1.	Server/ Solution Maintenance Committed Up time (e.g., 99.9% etc.)	10	10	Committed Uptime Quoted in bid in consideration/ Highest Committed Uptime Quoted amongst all Bids * 10	
2.	Dedicated Resources deputed to run O&M	10	10	Min. No. of resources among all bids/ No. of resources of bid in consideration * 10	
3.	Principal Support	10			



			10	Principal Involvement in escalation/ Premium Support	
			7	Principal TechNet Support	
4.	Call-Out Interval	10	10	Min. time for all fault severity levels from all bids in consideration/ Time for all fault severity levels of the bid in consideration * 10	
5.	Restoration Time	10	10	Min. time for all fault severity levels from all bids in consideration/ Time for all fault severity levels of the bid in consideration * 10	
6.	Resolution Time	10	10	Min. time for all fault severity levels from all bids in consideration/ Time for all fault severity levels of the bid in consideration * 10	
7.	Operations Plan (Responsibility area matrix, Standard Operating Procedures (SoP), etc.)	10	10	[Responsibilities (Rows) x No. of Parties (Columns) + No. of processes in the SoP of the bid in consideration]/ Highest Value from all the bids in consideration * 10	
Subtotal		70			
Weight of the Part (D) in Technical Evaluation is 10% and firm's Score will be calculated using following formula Firm's Score = Marks Obtained by Firm in Part (D)/ Total Max. Marks of Part (D) * 10		10			

Part E) Project Execution

1.	Project Execution Plan	10	10	(Project Execution time (days) of the bid in consideration) ≈ Mean (Project Execution time (days) of all the bids in consideration)	
			7	> Min. (Project Execution time (days) of the bids in consideration) OR <Max. (Project Execution time (days) of the bids in consideration)	
			3	Min. (Project Execution time (days) of the bids in consideration) OR Max.	



				(Project Execution time (days) of the bids in consideration)	
2.	HR dedicated for the project	10	10	(Dedicated Personnel of the bid in consideration) \approx Mean (Dedicated Personnel of all the bids in consideration)	
			7	> Min. (Dedicated Personnel of the bids in consideration) OR < Max. (Dedicated Personnel of the bids in consideration)	
			3	Min. (Dedicated Personnel of the bids in consideration) OR Max. (Dedicated Personnel of the bids in consideration)	
3.	No. of Days required to install and commissioning	10	10	Min. (time for all from all bids in consideration)/ (Time for all of the bid in consideration) * 10	
4.	No. of Days required to Integrate and Configure	10	10	(Minimum time for all from all bids in consideration) / (Time for all of the bid in consideration) * 10	
5.	No. of Days required to configure analysis reporting	10	10	(Minimum time for all from all bids in consideration)/ (Time for all the bid in consideration) * 10	
6.	Project Execution (Responsibility area matrix, Standard Operating Procedures (SoP), etc.)	10	10	(Responsibilities (rows) x no. of parties (Columns)) + no. of processes in the SoP of the bid in consideration/ (Highest Value from all the bids in consideration) * 10	
Sub Total		60			
Weight of the Part (E) in Technical Evaluation is 10% and firm's Score will be calculated using following Firm's Score = Marks Obtained by Firm in Part (E)/ Total Max. Marks of Part (E) * 10		10			
Part F) Solution Presentation					
1.	Distinguished Features of product and company	40			
2.	Company Competencies to Configure	20			



Backup Software Licenses and Business Continuity Services

3.	Ease of management and assignment Management/Service Portal	20			
4.	Solution Comprehensiveness	20			
		100			
Weight of the Part (F) 30% and firm's Score will be calculated using following Firm's Score = Marks Obtained by Firm in Part (F)/ Total Max. Marks of Part (F) * 30		30			
Firm's Total Score = Part (B:F)		100			

Note:

- Vendor who **scores 80% marks** in technical qualification will be consider as qualified for financial opening of proposal.
- Financial proposal of only technically qualified bidder will be opened and will be evaluated on least cost basis.
- For this tender PPRA's Para 36(b) 'Single stage - Two Envelope Procedure' for open competitive bidding shall be adopted.



Annex VI: Technical Compliance Certificates/Compliance Undertaking

(To be filled by the bidder as part of technical proposal)

I, (Name); (CNIC#); (Designation), (Company Name) have gone through the Terms/Conditions of this RFP and have found the document in whole as non-biased to any particular vendor or product/brand. I hereby undertake and firmly bound myself to abide by/ comply all sections of this RFP except for those items noted below.

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Annex VII: Firms References

Relevant Services carried out in the Last three Years That Best Illustrate Qualifications

Using the format below, provide information on each reference assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Key Professional Staff Provided by Your Firm/ entity(profiles):
Name of Client:		NO. of Staff:
Address:		NO. of Staff-Months; duration of assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Current):
Name of Associated Consultants, if any:		NO of Months of Professional Staff Provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved, and functions performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Firm's Name: _____



Annex VIII: Integrity Pact Format

**DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC.
PAYABLE BY THE SUPPLIERS OF GOODS, SERVICES & WORKS IN
CONTRACTS WORTH RS.10.00 MILLION OR MORE**

Contract Number: _____ Dated: _____

Contract Value: _____

Contract Title: _____

_____ hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt practice.

Without limiting the generality of the foregoing, _____ represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

_____ certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

_____ accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, _____ agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by _____ as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP. [Company Name]